

Quick Reference for U.S. Citizens and LPRs Transiting Frankfurt International Airport during the COVID-19 Outbreak

- You must have a ticket for a connecting flight in order to transit Frankfurt. When possible, transit passengers should have a printed ticket for their connection to facilitate transit.
- If you do not have an onward ticket to a connecting flight, you may experience problems at German federal police checkpoints in the airport transit area.
- There is a Lufthansa Service Desk located at Gate A12 (Terminal 1, Level 2) and Gate Z12 (Terminal 1, Level 3) that can assist in rebookings and tickets for onward flights. You may also wish to call Lufthansa's airport customer support line at +49-69-86-799-799. There is also a general airport information center located on level 3 of the transit area for Hall B in Terminal 1.
- You will not be permitted to leave the transit area of the Frankfurt airport, no matter how long your layover may be. For overnight layovers, there is one hotel in the transit zone, the My Cloud (+49-69-69030380, <https://www.mycloud.de/en/home/>). Please note this is a small hotel that is experiencing very high volume. The Consulate cannot guarantee availability of rooms or intervene on your behalf if the hotel is booked.
- If you are arriving in the evening or staying overnight, please be aware the security checkpoints close at 10pm. If you need to access the A gate transit area (where the transit hotel is located) from other gate areas, please enter the security checkpoint prior to this time to ensure access.
- If your luggage was not checked through to your final destination, you will need to contact the airlines. Please speak with your connecting airline to discuss your options. Passengers are not permitted to leave the transit area to access baggage claim without special exceptions.

If you encounter issues you cannot resolve, please call the Embassy at +49-30-8305-0 and ask to speak to Special Consular Services in Frankfurt. Please note, we cannot book tickets or intervene in immigration matters.